

Cloud Backup for Salesforce

Service Definition Document

G-Cloud 15

INTRODUCTION

This service definition document for G-Cloud 15 explores AvePoint's Cloud Backup for Salesforce. Below you will find information about how to use this document, it is important to read the guidance to ensure you find the information that you need quickly and easily. This document contains information regarding the solution, its functionality and key benefits, commercial information, our service commitment to you and other relevant information.

1.1 DOCUMENT SECTIONS

This document has the following sections:

Section 1 - [Service Information](#) contains essential information about Cloud Backup, the key features and benefits, functional requirements, technical information, and high-level commercial information plus links to further reading.

Section 2 - [G-Cloud Alignment Information](#) details how Cloud Backup and AvePoint align with the GCloud buying process and provides typical information to help you understand how to buy, consume our services, and how to leave our services should the need arise.

Section 3 - [About Our Company and Our Services](#) provides information specific to AvePoint and how we work and meet today's challenges in the Public Sector.

Section 4 - [Appendices](#) provide supplementary service information referred to throughout this document.

1.2 HOW TO USE THIS DOCUMENT

This service definition document is an active document which means you can click on the links we provide to move around the document and to AvePoint's Website, viewing only those specific sections relevant to you.

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2 SECTION 1: SERVICE INFORMATION

2.1 SECTION INTRODUCTION

In this section you will find information regarding AvePoint's Cloud Backup for Salesforce. This section explores BaaS and how it meets market challenges, functional and technical information, and further commercial details relevant to Salesforce Administrators, Developers and Business Owners alike.

2.2 CLOUD BACKUP OVERVIEW AND ASSURANCE

The challenges

Salesforce comes with a 99.9% guaranteed uptime service level agreement (SLA), to ensure your organization has access to business-critical data and applications. Salesforce performs regular backups of the entire Salesforce data platform and provides an optional data backup and recovery solution. However, these solutions do not allow for the protection of Salesforce Metadata, allow for the retention of data outside the Salesforce trust and more.

AvePoint Cloud Backup for Salesforce provides comprehensive, automated, and highly scalable protection for CRM data, metadata, configurations, and related record structures. Built to support business continuity, compliance, and operational efficiency, the solution delivers resilient backup, long-term archival, and precise restore capabilities that address the complex data protection needs of modern Salesforce environments.

Key Benefits

AvePoint Cloud Backup for Salesforce gives organisations the power to meet aggressive recovery point and time objectives (RPOs and RTOs), according to organizational Service Level Agreements (SLAs) to satisfy data protection and retention requirements.

Own your own SLAs.

- Safeguard your vital Salesforce data with AvePoint's airtight security and immutable, air gapped backups up to 4X daily.
- Retain unlimited backup copies on your terms - BYOS, BYOK or in the cloud.

Own your data.

- AvePoint makes it easy to fulfil obligations like DSAR (Data Subject Access Request) under GDPR, purging sensitive customer data from backup copies or when retention rules are met.
- AvePoint reduces code delivery times and improves code quality with unlimited sandbox seeding and data anonymization to empower Salesforce developers without risking sensitive customer data.

Recover on your terms.

- Ensure uninterrupted access even during Salesforce downtime through granular or bulk restores down to the field level.

Further information regarding Cloud Backup can be found at:

<https://www.avepoint.com/solutions/salesforce>

2.2.1 Service Functional Capabilities

The functional capabilities of Cloud Backup include:

- Automated daily backups covering Salesforce objects, files, metadata, and configurations.
- Near-real-time data protection for critical Salesforce objects and record changes.
- Granular restore options for individual records, metadata, or full data sets.
- Hierarchical restore of parent records with all related child records.
- Backup of Salesforce audit logs for compliance and forensic analysis.
- Long-term archival of inactive or aging Salesforce data.
- Archive policies that exclude recently modified records for cleaner data lifecycle control.
- Advanced filters enabling targeted sandbox seeding from backup or archive.
- Support for large export files with automatic splitting during download.
- Alerts for unusual data anomalies using percentage-based detection rules.
- Public monitoring APIs for data jobs, alerts, and activity tracking.
- Custom database support for flexible data service storage options.
- Role-based access controls ensuring secure, governed backup operations.
- Bring-your-own-storage options for flexible retention and residency needs.
- Fully automated retention policies aligned with regulatory requirements.

A more detailed functional specification can be found at:

<https://www.avepoint.com/products/cloud-backup/salesforce>

2.2.2 Service Non-Functional Capabilities

AvePoint provides a number of non-functional capabilities:

- As Cloud Backup is delivered in a SaaS model, no infrastructure or storage provisioning is required for deployment.
- Cloud Backup is activated with a license key, so you can be fully operational quickly.
- Cloud Backup comes with AvePoint's Premier support and maintenance, which includes 24/7 and multi-channel support. Further information can be found in Section 3.2.4
- AvePoint continually invests in product development, releasing updates as often as once per quarter, to support new or updated functionality and Salesforce APIs.

Further information regarding other AvePoint Online Services solutions can be found in Section 4.4 of our Service Portfolio.

2.2.3 Information Assurance

The Cloud Backup platform is built on top of Microsoft Azure, which meets many international and local compliance and privacy standards. For more information, please visit <http://azure.microsoft.com/enus/support/trust-center/security/>

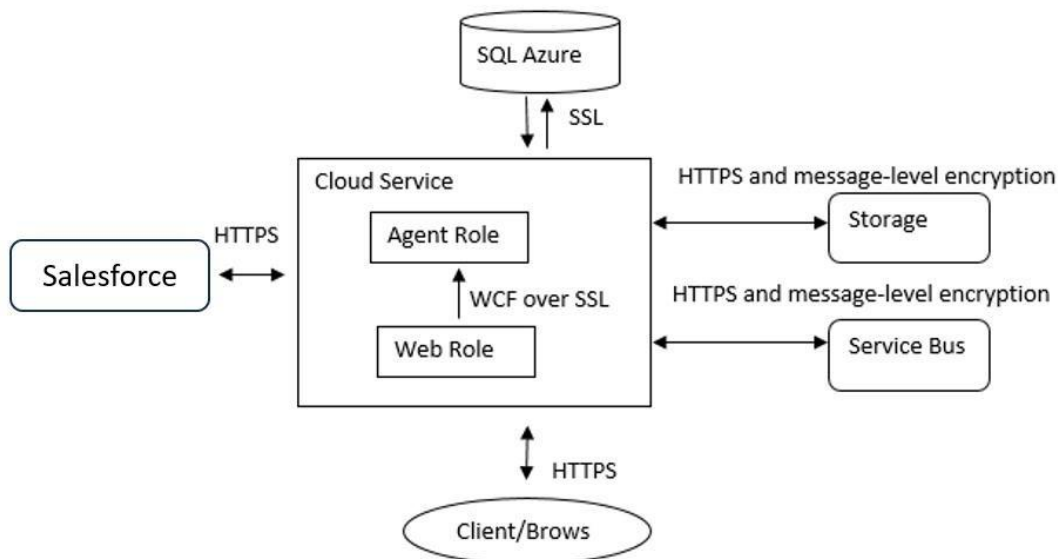
2.3 SECURITY

When users access Cloud Backup, users can select single sign-on using their Salesforce credentials. When this option is selected, the user is redirected to Salesforce to enter their credentials this is processed and managed by Salesforce Authentication, which also supports multi-factor authentication and SSO with other identity providers for an added security layer and convenience.

In addition, Cloud Backup can be security trimmed so that when users are in Cloud Backup they will only be able to access features that they are allowed to.

2.3.1 Secure Encrypted Connection from the Client to the Application

All communication between the client and application are secured over HTTPS. Data security in Cloud Backup System communication is guaranteed via HTTPS and message-level encryption. The details of the progress can be seen in the following flowchart:



2.4 BACKUP/RESTORE AND DISASTER RECOVERY PROVISION

AvePoint cloud software is hosted across Microsoft Azure Infrastructure and currently operates out of 14 Microsoft Data Centres.

All precautions are taken to ensure business continuity, including but not limited to leveraging Availability Sets, failover environments, etc.

AvePoint aims that Cloud Backup shall have an uptime of not less than 99.9% per year resulting in a AvePoint product downtime (“AvePoint Downtime”) of not more than 8.76 hours per year; downtimes, failures or other disruptions caused or contributed to by Azure or other third-parties or their products do not count into AvePoint Downtime; nor do planned or emergency maintenance times).

2.5 TECHNICAL REQUIREMENTS

Technical requirements including browser support, supported cloud storage, integration with Cloud Backup and more is available in the Cloud Backup user guide which can be found at:

<https://www.avepoint.com/uk/products/cloud-backup/salesforce>.

2.6 SERVICE PRICING

In this section you will find an introduction to all the types of charges that you may incur in consuming Cloud Backup.

This section introduces the commercial models and options available for both Software and supporting services and other costs that you may need to consider as part of your budget evaluation.

2.6.1 Service Provision Pricing

Below are the key high-level points regarding pricing for Cloud Backup. Further information can be found within the Pricing Document.

Cloud Backup Software

- Cloud Backup pricing has been discounted for all UK Public Sector organisations
- Cloud Backup pricing is based on a subscription model and is licensed on a per user per month basis.
- Cloud Backup licenses are based on the total number of ASSIGNED Salesforce Standard Users within your organisation
- Subscription pricing is based on a sliding scale of users.
- The support level included is AvePoint's Premier level support, further information can be found in Section 3.2.4 General Support Details
- Minimum subscription contract length is 12 months.
- Sandbox, Partial Sandbox, Dev and UAT included at no additional costs

AvePoint Professional Services

Professional services are not mandatory, however, AvePoint provide packages to support our customers' requirements. AvePoint professional service information can be found on G-cloud 14, Cloud Support, Setup and Migration.

2.6.2 On-Boarding Charges

Once the License has been purchased, there are no further on-boarding charges from AvePoint. However, you will need to consider:

- The software solution integrates with Microsoft 365 but AvePoint do not provide Salesforce licenses, these must be procured with Salesforce separately.

2.6.3 Off-Boarding Charges

There are no off-boarding charges following the end of a subscription purchase of Cloud Backup.

2.6.4 Termination Charges

There are no termination charges following the completion of the Cloud Backup subscription service.

Further information relating to AvePoint Software and Services Terms and Conditions can be found at [https://www.avepoint.com/agreements/Master%20Service%20Agreement%20\(AvePoint%20UK,%20Ltd.\)](https://www.avepoint.com/agreements/Master%20Service%20Agreement%20(AvePoint%20UK,%20Ltd.))
[.pdf](#)

3 SECTION 2: G-CLOUD ALIGNMENT INFORMATION

This section provides information regarding AvePoint and our alignment with the G-Cloud.

3.1 ON-BOARDING AND OFF-BOARDING PROCESSES

3.1.1 On-Boarding

Once you have decided to Award a contract to AvePoint, the general principles for on-boarding are as follows:

- Contact AvePoint with the following information:
 - o Total number of Cloud Backup subscriptions required (1 Standard Platform User = 1 Cloud Backup)
 - o Out of the total number of subscriptions required, are any Student subscriptions (and if so, how many)
 - o State whether the subscription is for 12 or 24 months
 - o State the name and email address of who the subscriptions should be sent to
 - o State the name and email address of the procurement contact responsible for the purchase
- Once received, a representative will be assigned and will reach out to you to make the order process as simple as possible for you.
- Once the order process has been completed, agreed and signed off by both parties it will be processed and passed for acceptance at AvePoint
- Upon acceptance, the license and software collection information will be emailed to you.

The above process from receiving the order request (including the required information) to subscriptions delivery typically takes 3-5 working days. Your subscription will begin upon email and delivery of the service.

3.1.2 Off-Boarding

The general principles for off-boarding are as follows:

- Within a 60-day period of the subscription renewal, you will be contacted by the AvePoint Renewals Team to discuss your renewal
- Should you decide not to renew, access will be granted to Cloud Backup until the termination date
- Once the termination date has passed, log in credentials will be locked and you will no longer have access to Cloud Backup

3.2 SERVICE MANAGEMENT DETAILS

3.2.1 Technical Boundary

AvePoint solutions are limited to the overall boundaries of Salesforce and therefore we cannot break any Salesforce rules such as restoring or modifying Salesforce Record IDs or any other functions prohibited by the Salesforce REST API.

3.2.2 Support Boundary

AvePoint provides a Premium Maintenance support service. High level details can be found in Section 3.2.4 below. More detailed information can be found www.avepoint.com/uk/products/support or attached to this Service listing as Software, Support, and Professional Services documentation.

3.2.3 User Authorisation and Roles

Upon purchase the license will be emailed to the requested person who will have full access to the features.

However, the solution itself can be security trimmed to allow different users to access different areas / functionality of the product. Therefore, many varied users can safely access and use the solution to perform the tasks they require.

3.2.4 General Support details

The key support details and features of Premier Maintenance are as follows:

Support Program Features

Support Level	Premier Maintenance
Support Channels	Email, Web Support Ticket, Phone and Web Conferencing
Support Hours	24 hours / day, 7 days / week

Email/web support ticket response time	Based on Issue Severity, with priority handling within Issue Severity Level
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Support Ticket Response Times

SUPPORT TICKET RESPONSE TIMES Issue Severity	Issue Description	Email and Web Response Time	Phone Response Time*
Low	☐ Minor issue which does not impact production environment ☐ Documentation error that does not directly impact a job on production ☐ Feature or suggestion for enhancement	48 hours or less	Immediate
Medium	☐ An issue affecting production environment at a minor level ☐ Very limited direct impact on operations	24 hours or less	Immediate
High	☐ An issue affecting production environment at a major level ☐ Production environment is operational, but platform activities are limited ☐ Long-time adverse effects can lead to productivity being hindered	4 hours or less	Immediate

Very High	☐ Platform activities on production environment are completely inoperable ☐ Major restoration or project is at a mission-critical state ☐ Severe impact on business operations	2 hours or less	Immediate
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Product releases included in support

Product Release	Premier
Hotfixes	Yes
Cumulative Update	Yes
Service Pack	Yes
Platform Upgrade	Yes

Further, more detailed support information can be found at www.avepoint.com/uk/products/support

3.3 SERVICE CONSTRAINTS

3.3.1 Planned Maintenance

AvePoint communicates its planned maintenance via the home page of our Online Services portal so that customers are always up to date. An example screenshot of this can be seen in Appendices 1.

As AvePoint Online Services is a global platform, hosting all Cloud products, AvePoint cannot guarantee that planned maintenance will be out of GMT working hours, however, for planned maintenance activities, it is expected that you will receive no disruption to your service.

3.3.2 Emergency Maintenance

For emergency maintenance, depending on the urgency of the issue, emergency maintenance windows are decided upon by the Operations teams to ensure minimal service interruption to our customers.

In the very rare case, a critical security issues is identified, it is possible that emergency maintenance may occur with less notice than the regular maintenance window announcement period and outside normal maintenance windows.

3.4 SERVICE LEVELS

AvePoint aims that Cloud Backup shall have an uptime of not less than 99.9% per year resulting in a

AvePoint product downtime (“AvePoint Downtime”) of not more than 8.76 hours per year; downtimes, failures or other disruptions caused or contributed to by Azure or other third-parties or their products do not count into AvePoint Downtime; nor do planned or emergency maintenance times).

3.4.1 Financial Recompense

Should AvePoint fail to meet the committed uptime, AvePoint will not grant a financial recompense.

3.5 INVOICING PROCESS

Invoices will be issued annually in advance following receipt of order and then again at the annual anniversary for multi-year terms. Payment terms will be 30 days.

3.6 TERMINATION TERMS

The subscription period is between 12 and 24 months. Specific termination terms and clauses can be found at attached as Software, Support, and Professional Services documentation.

3.7 DATA RESTORATION/STORAGE MIGRATION

Cloud Backup is designed to auto scale based on performance and ensure resiliency within the application; as data is not geo-replicated to other Azure data centres, but leverages Zone Redundant Storage, outages at the Azure platform level would cause a degradation in service. In these cases, we would be able to leverage compute resources in another of the currently supported data centres that our services are operated from to provide access to the data.

3.8 CUSTOMER RESPONSIBILITIES

The contractual customer responsibilities and obligations are covered within the Order Form (Call off Contract) with Cloud Backup, however, further information regarding AvePoint Master Software License and Support Agreements can be found at in the Call off Contract and master agreement and in the terms and conditions document published in G-Cloud.

4 SECTION 3: ABOUT OUR COMPANY AND SERVICES

In this section you will find details about our company and what we do.

4.1 ABOUT AVEPOINT

The Cloud Expert

Collaborate with confidence. AvePoint provides the most advanced platform for SaaS and data management to optimize SaaS operations and secure collaboration. More than 9 million cloud users rely on our solutions. Our SaaS solutions are also available to managed service providers via more than 100 cloud marketplaces, so they can better support and manage their small and mid-sized business customers. Founded in 2001, AvePoint is a five-time Global Microsoft Partner of the Year and headquartered in Jersey City, New Jersey. For more information, visit <https://www.avepoint.com/uk>.

Microsoft Partnership

AvePoint is a Microsoft AI Cloud Partner and has won partner of the year historically 5 times. As one of the very first Microsoft SharePoint Independent Software Vendors (ISVs) since the platform first debuted in 2001, we are proud to be a strategic sales and technology partner.



*AvePoint is proud to be a Microsoft Syntex and 365 Backup Storage partner representing the highest level of competence and expertise with Microsoft technologies, in addition to having the closest working relationship with Microsoft to ensure our products are specifically geared to integrate seamlessly with the Microsoft 365 technology.

Salesforce Partnership

AvePoint is a globally managed Salesforce ISV partner since 2022.



4.2 WHY CHOOSE AVEPOINT?

As described in section 4.1, AvePoint are Cloud experts and support our customers through their Migrate, Management and Protection requirements. With 20 years of experience working alongside Microsoft, Salesforce, Google Workspace and our customers, we have developed a vast array of solutions to meet the ever-evolving market challenges.

This has been witnessed and rewarded with a number of high-profile rewards. One of AvePoint's true differentiators is our philosophy to work with our customers, building relationships and meeting their needs, today and into the future. Our belief is that you are not just committing to a software purchase but buying into a relationship which truly sets us apart from our competitors.

Specifically, to the UK Public Sector, AvePoint has been in operation within the UK market for over 10 years delivering solutions across Central Government, Local and Regional Government, NHS, Higher Education, Blue Light and Not for Profit organisations.

Whilst every Public Sector customer is unique, the challenges they face are often similar; do more for less, lower TCO, consolidation and Cloud are common terms we hear across our customer base.

From listening to customers and applying our experience, AvePoint has delivered solutions that truly meet market challenges and will continue to do so into the future.

4.3 WHY CHOOSE AVEPOINT'S SERVICES?

Customers enter a relationship with AvePoint built around AvePoint's experience and trust to meet their requirements. Below are some highlighted points as to why you should choose Cloud Backup, and join the more than 17.1 million cloud users to date:

- AvePoint Online Services, featuring Cloud Backup, Management, Archiving, Insights, Governance, and Compliance, is the first 100% Azure – hosted, Software as a Service platform for Microsoft 365, Salesforce, Azure and Google Workspace.
- As AvePoint Online Services is a SaaS platform, no additional infrastructure is required, and you receive the latest product updates automatically. Easily add additional functionality through the same platform by just applying additional license keys as you purchase them.
- AvePoint Online Services products' pricing has been discounted to deliver better value to our Public Sector customers
- AvePoint 24/7 Live Customer Support is unrivalled in the marketplace.

4.4 AVEPOINT SERVICE PORTFOLIO

In addition to Cloud Backup for Salesforce, AvePoint provide a number of additional solutions, specifically for the UK Public Sector, that you may be interested in reading about:

AVEPOINT CONFIDENCE PLATFORM

AvePoint Cloud Backup

Your SaaS Service Level Agreement (SLA) ensures the availability of your cloud service not the data integrity. That's your responsibility. AvePoint Cloud Backup makes it simple to secure and automate protection with near zero configuration. Whether you are supporting Microsoft 365, Power Platform, Dynamics CRM, Salesforce, Google Workspace (and Classroom), AWS, or Azure, recover from ransomware attacks, roll back configuration errors and rest easy knowing your data is stored on the same Confidence Platform trusted by 21,000 customers.

Further information can be found at <https://www.avepoint.com/uk/products/cloud-backup> or sales@avepoint.com.

AvePoint Cloud Governance for Microsoft 365

Innovative technology like Microsoft 365 have democratized employee digital capabilities. As a result, IT teams are unsure how to keep a low-friction experience for employees while protecting digital spaces and data with the required policies and security. Frame a modern IT infrastructure with AvePoint Cloud Governance and foster a tighter and more effective partnership between IT and the organization, no matter what digital evolution happens next.

Further information can be found at <https://www.avepoint.com/uk/products/office-365-governance> or contact sales@avepoint.com.

AvePoint MyHub for Microsoft 365

Can't keep track of your Teams, Sites, Groups and Communities in Microsoft 365? We get it. Time spent searching means less time being productive.

Meet MyHub, your one-stop-shop for managing existing Microsoft 365 workspaces and creating new ones—all from Microsoft Teams or our handy web app! Organize, understand, and centrally access your assets. Even curate workspaces hubs for easier navigation and management.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/myhub> or contact sales@avepoint.com.

AvePoint Policies for Microsoft 365

AvePoint Policies makes it easy to automate common rules for access, settings, and other Microsoft 365 configurations. Set white/black list policies, rules for external sharing, and more. When AvePoint Policies finds configuration drift, you can notify and even revert the change automatically. Securing collaboration in Teams, Groups, Sites, and OneDrive is easy with AvePoint Policies.

Further information can be found at <https://www.avepoint.com/uk/products/365-security-insights> or contact sales@avepoint.com.

AvePoint Insights for Microsoft 365

Establish a strong data foundation and secure Microsoft 365 by understanding sensitive and overshared content – even if it hasn't been classified or labeled. With Insights, ensure compliance with aggregated sensitivity and activity data across your tenant so critical permissions surface at the top of the priority list.

Take it further and implement corrective action on priorities, including permission removal, owner notification, or setting an expiration date – quickly securing collaboration in Teams, Groups, Sites, and OneDrive.

Further information can be found at <https://www.avepoint.com/uk/products/365-security-insights> or contact sales@avepoint.com.

AvePoint EnPower for Microsoft 365

As appetites continue to grow for more ways to work digitally, IT operations models have been turned on their head. Organizations continue to use traditional support models for solutions like Microsoft 365, forcing IT to re-evaluate how they support the organization now and in the future.

Further information can be found at <https://www.avepoint.com/uk/products/enpower-microsoft-365management> or contact sales@avepoint.com.

AvePoint Cense

As your Microsoft 365 spend increases, you must prepare to report on license allocation, adoption and budget consumption. With AvePoint Cense, you can break down insights and delegate controls by schools, departments, or member agencies.

Further information can be found at <https://www.avepoint.com/uk/products/cense-license-management> or contact sales@avepoint.com.

AvePoint Opus

Powered by advanced AI, AvePoint Opus is the next generation of information lifecycle management solutions allowing you to have complete control from creation to archive or defensible disposal, all through a central interface.

Further information can be found at <https://www.avepoint.com/uk/products/avepoint-opus> or contact sales@avepoint.com.

AvePoint Confide

When you're working on high-stakes projects, normal data protections are not enough. So how can you enable internal and external teams to collaborate securely? With AvePoint Confide address scenarios with complex sharing needs requiring differentiated security and storage scenarios within your existing Microsoft 365 environment.

Further information can be found at <https://www.avepoint.com/uk/products/cloud/confide> or contact sales@avepoint.com.

AvePoint tyGraph

AvePoint tyGraph delivers unparalleled workforce analytics for Microsoft 365, providing a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, align your employee experience strategy with actual user activity and engagement data so you can foster a more connected and engaged workforce.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph> or contact sales@avepoint.com

AvePoint tyGraph for Viva Engage

With communication analytics specifically for Microsoft Viva Engage, AvePoint tyGraph delivers a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, align your communication strategy with actual discussion signals and sentiment data so you can make sure your important messages are resonating with your workforce.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph/viva-engage> or contact sales@avepoint.com

AvePoint tyGraph for SharePoint

With engagement analytics specifically for Microsoft SharePoint, AvePoint tyGraph delivers a detailed view of digital collaboration and productivity across your entire organization. With concrete insights, improve the health of your SharePoint intranet with actual usage and activity data so you can boost knowledge sharing and engagement.

Further information can be found at <https://www.avepoint.com/uk/products/tygraph/analytics-forsharepoint-intranet> or contact sales@avepoint.com

AvePoint MaivenPoint

MaivenPoint, our edtech modern learning SaaS platform, is infused with AI to drive intuitive learning and assessment experiences, higher productivity for educators, and insights-driven service operations for learning administrators.

Further information can be found at <https://www.avepoint.com/uk/solutions/maivenpoint> or contact sales@avepoint.com

AvePoint Microsoft 365 Training

AvePoint Microsoft 365 training includes over 1000 hours of easy to digest, bite sized video, instructor-led content covering all the functionality necessary to improve communication and collaboration in your organization.

Further information can be found at (url) or contact sales@avepoint.com

AvePoint Migration Platform

Migrate content to Microsoft 365 and evangelise the benefits that cloud computing can deliver. AvePoint Migration Platform can migrate content from source systems such as SharePoint on-premise, File Systems and Networked File Shares, EMC Documentum, Lotus Notes, Open Text Livelink, Exchange Public Folders, and Lotus Quickr. Migrate Email, G-Suite, Box, Dropbox, and Slack into Microsoft 365, or Teams and Groups (along with mail and files) across Microsoft 365 tenants.

Further information can be found at <https://www.avepoint.com/uk/products/hybrid/office-365-migration/> or contact sales@avepoint.com

Copilot for Microsoft 365 Readiness Assessment Service

Everyday AI has arrived with Copilot for Microsoft 365, but not every organization is ready to implement it just yet. Learn how AvePoint Copilot for Microsoft 365 Readiness Service can assess your organization's readiness when it comes to preparing and securing your data for this transformational change.

Further information can be found at <https://www.avepoint.com/solutions/microsoft-365-copilot-success-atwork> or contact sales@avepoint.com

4.5 HOW TO BUY AVEPOINT'S SERVICES

AvePoint has aimed to make the purchase process as easy as possible through comprehensive service descriptions, clear pricing structures, simple purchasing processes and further descriptions below. However, should you require any clarification please contact sales@avepoint.com.

4.5.1 The Award Process

AvePoint are the best placed software supplier to meet your business requirements for the Migration, Management and Protection of Microsoft 365, Salesforce and Google Workspace. We believe this because:

Whole life cost

Not only have we provided discounted license pricing for the UK Public Sector, but Cloud Backup is a SaaS solution meaning you do not require costly infrastructure (which you may require with other suppliers) and can take advantage of the true cost savings that Cloud can bring. In addition, Cloud Backup has been developed as commercial-off-the-shelf (COTS) software meaning only small configuration is required, allowing you to deploy and achieve ROI quickly.

Technical Merit and Functional Fit

AvePoint's Software platform have been in existence for many years and is utilised by thousands of customers, which is why we have decided to deliver our Solutions for Microsoft 365, Google Workspace and Salesforce. From our experience in working with customers, AvePoint Online Services, the platform for all our Cloud products, meets common automation, management, governance and compliance

challenges that exist across all organisations with Microsoft 365, Salesforce and Google Workspace. This is part of the reason why our software has over 17.1 million users worldwide.

Service Management

AvePoint has always been known for the quality and response of our software and support services which has been extended to Cloud Backup. In addition, AvePoint architecture design and commitment to uptime expresses our confidence in providing an unrivalled solution to our customers.

Non-functional Characteristics

AvePoint's Cloud Backup solution is part of a wider Services platform with additional functionality that can simply be switched on with a license key. The additional Online Service solutions discussed in Section 4.4 provide further information about how AvePoint can assist to increase collaboration, automation and enable greater governance and compliance. Again, being COTS software, it is possible to deploy, utilise, gain true business value and achieve savings quickly.

4.5.2 Pricing AvePoint's Services

AvePoint's Cloud Backup solution delivers a high level of functional capability for an affordable, SaaS pricing model. There is no such thing as one size fits all, which is why AvePoint's pricing for Cloud Backup is a per user per month model and is scaled depending on the number of users within your business. This means you are only paying for software that meets the size of your organisation and deployment.

In addition, to support education within the UK, AvePoint has made the decision to enable the functionality, free of charge for Students.

5 SECTION 4: APPENDICES

APPENDIX 1: PLANNED MAINTENANCE SCREENSHOT



Home

Management

App Management

Service Account

Service Account Pool

User Management

Encryption Management

Dynamic Object Registration

Scan Profiles

Containers

Rules

Job Notification

License

License Information

Provisional Code Management

Service

Details

AvePoint Online Services	We detected you have not configured any app profiles for Office 365 yet. Please navigate to App Management to create one. Without app profiles, some features of AvePoint Online Services may cease to function. For users who were writing backup and archive data to OneDrive storage, we will be removing this feature from our May insider release (July market release) due to changes to API support from Microsoft. We recommend reaching out to AvePoint Customer Success if you need to update your storage location. This will not change our support for protecting data stored in ... [Show Complete Announcement]
DocAve Online	

Hide History

Announcement History

Service	Details
AvePoint Online Services	You may have noticed intermittent connectivity issues to AOS starting today 5/2/2019 around 4:00 PM EST. Please note that AvePoint is aware of this issue and is working with Microsoft to have it resolved as quickly as possible. This is related to a global network issue on the Azure platform as seen here: https://azure.microsoft.com/en-us/status/. Please feel free to ... [Show Complete Announcement]
AvePoint Cloud Governance	Dear Esteemed AvePoint Customer, You may have experienced an issue with AOS Cloud Governance between the hours of 3:40AM UTC and 10:00AM UTC where ... [Show Complete Announcement]
AvePoint Cloud Backup for Office 365	AvePoint Cloud Backup Customers – You may have noticed that some of your backup and/or restore jobs began failing as of April 3, 2019. Please note that AvePoint is aware of this issue and is working to have it resolved as quickly as possible. This is related to an API error from a recent Microsoft change in the API to manage Teams channels. Please feel free to contact ... [Show Complete Announcement]